

# **CAROLINA TRACE COMMUNITY SECURITY RULES, REGULATIONS, INFORMATION AND FREQUENTLY ASKED QUESTIONS EFFECTIVE 3-1-16**

This document is being issued by the Security and Safety Committee and serves to revise, combine, and replace the following two documents which were issued in prior years:

1. Carolina Trace Community Information Document last updated in July 2012 by the Security and Safety Committee
2. Frequently Asked Questions Regarding Carolina Trace Security Document last updated 11-12-13 by the Security and Safety Committee

## **Table of Contents**

### **DESCRIPTIONS OF THE EXISTING ENTITIES WITHIN THE CAROLINA TRACE COMMUNITY**

- (1) Property Owners Associations (POAs) (Page 2)
- (2) Carolina Trace Country Club (CTCC) (Page 2)
- (3) Carolina Trace Gated Properties (Page 2)
- (4) Carolina Trace Association (CTA) which Includes the Security and Safety Operation (Page 3)

### **CAROLINA TRACE SECURITY AND SAFETY RULES, REGULATIONS, INFORMATION AND FREQUENTLY ASKED QUESTIONS**

Section 1 - Southern Protection Agency (SPA) - Pages 4-5 (Questions 1-10)

Section 2 - Passes, Permits, Gate Procedures and Vehicle Identification - Pages 5-7 (Questions 11-18)

Section 3 - Traceway Rules - Page 8 (Question 19)

Section 4 - Emergency Entrances / Exits - Page 9 (Question 20)

Section 5 - School Bus Stop Rules and Information - Pages 9-10 (Questions 21-25)

Section 6 - Storm Related and Emergency Situations - Page 11 (Questions 26-27)

Section 7 - CERT Disaster and Emergency Services - Page 11 (Question 28)

Section 8 - Lake Trace Use Including Boating, Fishing and Swimming - Page 12 (Questions 29-33)

Section 9 - Other - Including Burning and Solicitation Within Carolina Trace - Page 13 (Questions 34-35)

### **ATTACHMENTS**

Attachment 1 - Current Security Committee Members and Contact Information (Page 14)

Attachment 2 - Reference Recap of Questions Covered in this Publication (Pages 14-15)

## **CAROLINA TRACE IS MADE UP OF BASICALLY THE FOLLOWING 4 ENTITIES WHICH ARE LOCATED WITHIN THE GATES OF THE COMMUNITY**

### **(1) PROPERTY OWNERS ASSOCIATIONS (POAs)**

There are 18 separate POAs within Carolina Trace which are all individually "private" by nature. Each POA has its own Covenants, Conditions, Rules, Restrictions and Bylaws, and is responsible for the operation of its own community including upkeep and maintenance of roads, common grounds, pools, etc. All property owners within POAs are legally required to pay yearly dues to their respective Associations. Contact the POA officers for copies of the POA documents. Each POA has a Board of Directors to address issues within each Association and to consider any business that may come before the Board. POA Boards normally meet periodically thru the year.

South Side POAs - Eagles Nest, Lakewood, Harbor Creek, Southwind, South Landing, Woodfield North and South, Hidden Lake  
North Side POAs - North Shore, Village at Trace, Stonegate North and South, Woodmere/Trentwood, Sedgemoor, Laurel Thicket I, II, and III, Golf West, Golf North, Golf East, Mallard Cove, Highland Woods

#### **Since I am a resident or owner of property in Carolina Trace, can I go anywhere in Trace and use any Pool, Tennis Court or Dock that I want within the Carolina Trace community?**

NO. Carolina Trace is made up of 18 separate POAs who privately own the roads, land and facilities within their POA and the Country Club privately owns the same. Unless you are an owner or resident of a POA or a Club member, you are TECHNICALLY NOT ALLOWED to use the facilities or even be in a POA or at the Club unless you are an invited guest. Most POAs allow Trace residents to visit their POA so long as you abide by their POA rules and conduct yourself appropriately. If it is determined that you are guilty of misconduct in a POA other than where you are authorized, you can be asked to leave, banned from the POA, or even arrested for trespassing at the POA's discretion. Within the POA where you are authorized, your actions are subject to the Covenants of that POA. Traceway is available to all people who are authorized to be in Trace, but also has restrictions as to the types of vehicles and activities which are allowed (see CTA Security).

### **(2) CAROLINA TRACE COUNTRY CLUB (CTCC); (WEBSITE - WWW.CAROLINATRACECC.COM)**

As of July 2014, CTCC is privately owned by Escalante Golf, Inc which includes all golf course properties, the Main Clubhouse and all of Lake Trace. To become a member or get more information, contact 919-499-5121. The Club features two Robert Trent Jones, Sr. Golf courses, an Olympic-sized swimming pool, 4 Har-Tru tennis courts, a fully stocked Pro Shop, a Fitness Center, a golf driving range and practice area, and a Marina with a boat launch facility. It offers casual and formal dining for its members and a spectacular Ballroom for weddings and other large events, as well as many Social Function opportunities. Resident and non-resident memberships are available.

#### **What is the policy for walking, biking, etc on the CTCC golf cart paths and property?**

Due to safety and liability issues, those who are not Club members are not allowed to use any privately owned Country Club property for any purpose such as walking, jogging, bicycling, unauthorized golfing, fishing, loitering, etc. CTCC does own the Lake, but makes it available for use by property owners and residents of the Carolina Trace Community and their guests.

### **(3) CAROLINA TRACE GATED PROPERTIES (CTGP); (WEBSITE - WWW.CAROLINATRACE.COM)**

Carolina Trace Gated Properties is an on-site real estate company which can be reached at 919-499-5103 or 1-800-227-2699 or by e-mail at officemanager@carolinatrace.com or visit the website at carolinatrace.com.

#### **(4) CAROLINA TRACE ASSOCIATION (CTA); (WEBSITE WWW.CTAINCNC.COM)**

CTA is the overall governing body for "common" interests serving the entire community, which includes oversight of the Security Operation, maintenance of Traceway (the main road which runs thru Carolina Trace) and grounds located on CTA owned property. Each POA selects a Director who represents their POA and attends monthly CTA meetings and votes on issues that come before CTA. CTA has established committees that are normally chaired by CTA Directors. CTA usually meets on the first Monday of each month. For further information regarding CTA such as meeting minutes, Articles of Incorporation, By-Laws, Officers, etc, visit the website at [www.ctaincnc.com](http://www.ctaincnc.com).

#### **What is the Security and Safety Committee (SSC)?**

In accordance with CTA Bylaws, the SSC is responsible for the implementation and enforcement of rules and regulations controlling access to and from Carolina Trace and operation of common elements. Observed violators of these rules will be notified and, following notification of the violation, will have an opportunity to be heard. If the violation is upheld, the Committee may impose reasonable fines or suspend privileges or services provided by the association (except rights of access to lots) for reasonable periods. The SSC reports to CTA and is responsible for liaison and direction to our outsourced Security Company which is currently Southern Protection Agency (SPA). The SSC has established Security guidelines to provide direction to the Security Force in conducting day to day operations. The Security mission does not include the responsibility for addressing violations of County or State laws regulating and protecting private rights controlled and used by civil or criminal courts. Initially, these responsibilities fall to local law enforcement, such as the Lee County Sheriff's Department, the State of North Carolina Police or the court system. Sheriff's Deputies or members of the State Police can enter Carolina Trace at any time to conduct an investigation or on other official business. Sheriff's Deputies routinely conduct vehicle patrols within Trace. SPA is our community's primary contact with law enforcement. Residents are asked to inform SPA immediately of any incidents they have reported to the Sheriff's Department. See Attachment 1 at the end of this document for a list of SSC members and their contact information.

**919-499-2339**

**SECURITY GATE PHONE NUMBER to be used for calling in guest passes and for speaking with a Security Officer**

**919-499-2722**

**"HOTLINE" SECURITY GATE PHONE NUMBER for recorded message updates on road conditions, utility issues (such as water outages) and emergency conditions (such as floods, etc) and other community information. It is very important that this line is used whenever possible, especially in emergency situations so as not to tie up the other line where Officers are addressing an emergency situation or conducting daily business.**

# FREQUENTLY ASKED QUESTIONS REGARDING CAROLINA TRACE AND SECURITY AS OF 3-1-16

## SECTION 1 - SOUTHERN PROTECTION AGENCY (SPA)

### **1. What is SPA and what are the specific functions they are contracted to do? Also, what services do they provide?**

SPA stands for Southern Protection Agency. The owner of the Company is John Brown and the Company is based out of Georgia and services several hundred communities and businesses such as Carolina Trace with their specific Security needs. SPA has agreed to "furnish Carolina Trace with Security Personnel to monitor, patrol, and otherwise safeguard the property at Carolina Trace Association, Inc and its members. Duties are to consist of the physical monitoring of the property for unauthorized persons, and to deter criminal acts to include theft and vandalism. Additionally, security officers will assist as needed with the day to day operations of the location to include gate operations, patrol and monitoring." They assist with emergency situations as first responders and are also available to meet with community members and POAs to provide information or assistance with POA problems or questions. SPA reports to and is directly accountable to the Security and Safety Committee, which, in turn, reports to the CTA Board of Directors. Any complaints regarding SPA or their Officers are required to be made in writing directly to the Security and Safety Committee, NOT to SPA or its employees.

### **2. Does SPA have the authority to enforce traffic laws and issue citations within Carolina Trace? What about the Lee County Sheriff?**

YES, SPA has the authority to enforce traffic laws and issue citations within Carolina Trace when directed by the CTA Board of Directors as verified by the North Carolina State Attorney General's office.

The Lee County Sheriff's Department also has the ability to issue citations and make arrests within Carolina Trace per North Carolina Statutes 20-4.01 (32)c and 20-158.3.

### **3. What is the jurisdiction of SPA and how are they involved in the POAs?**

SPA has complete jurisdiction over the common areas within Carolina Trace which are the responsibility of CTA. SPA also patrols and monitors POAs throughout Trace on a routine basis and, when authorized to do so, SPA can and will assist a POA in the enforcement of the Rules and Regulations of the POA per its Covenants when threatening or criminal activity is involved. Because there are 18 different sets of rules, it should be stressed that SPA does not have knowledge of each POA's rules and it is important that a POA Board member work with the officer whenever SPA is assisting the POA. SPA also assists with emergency situations and is available to meet with POAs and community members to provide information or assistance.

### **4. If I have a question for or about Security, who do I contact?**

The Security Gate Phone number is 919-499-2339. The head of Security is Lt Aron Storm. Lt Larry Long is second in charge. If you have a complaint or problem with Security, DO NOT CONTACT an SPA employee. Please contact a member of the CTA Safety & Security Committee as shown on ATTACHMENT 1 at the end of this document. You can also find a list of the most current members of the committee and their contact information by going to the CTA website at [ctaincnc.com](http://ctaincnc.com).

### **5. What is the procedure for emergency situations such as witnessing a criminal act, a medical emergency, a fire, flood or other significant event affecting the health and safety of the community? Who do I contact?**

Contact 911 first for emergency medical response, law enforcement, or fire fighters. Following this notification, residents should try to notify Security on 919-499-2339 to alert them of the emergency and let them know that outside assistance has been contacted. Give Security your location so that they can arrange an escort of emergency vehicles to your location. The Security Personnel can also assist as first responders and prepare for the entrance of the Emergency team.

**6. If I observe a traffic violation such as reckless driving, speeding or illegal passing, what should I do?**

Safely, and without putting yourself or someone else in danger, try to determine the License number, make, model and color of the vehicle and the time and place of the violation. Report it to the SPA Security Guard as soon as possible. They will address the situation as appropriate or refer it to the Lee County Sheriff.

**7. Does the SPA Security Staff handle animal issues and complaints?**

You may contact SPA to have a dead animal removed from Traceway, but all other complaints and issues dealing with Animal Control are to be handled thru the Lee County Sheriff's Department at 919-718-4560.

**8. What are some other things which should be reported to the Security Gate on 919-499-2339?**

Security can best serve Carolina Trace when apprised of events or concerns in a timely manner. This may include an unsatisfactory or unsafe condition on or along Traceway such as a road hazard, water flowing over the road, storm damage affecting safe passage such as downed trees, litter, broken or missing road signs or any other adverse conditions with the potential to affect the safety of the community. For concerns in a POA, residents should inform POA officers and can inform Security if further assistance is needed.

**9. Who should be contacted regarding a Utilities problem (electric, telephone, water, sewer or cable TV, newspaper delivery, etc)?**

Report your problem directly to the utility provider or newspaper company. Do not ask Security to contact the utility company.

**10. Does the Gate provide informational handouts and what type of information is included?**

The Gate provides a new resident handout to all people moving into Carolina Trace. This handout has an application form to register at the Gate, an SPA information sheet, a visitor pass request, a map, a community information sheet, the bus stop rules sheet, a welcome letter and a Carolina Trace Buyer's Guide of businesses who support the Carolina Trace Community.

**SECTION 2 - PASSES, PERMITS,GATE PROCEDURES AND VEHICLE IDENTIFICATION**

**11. What type of Permit is needed to enter Trace and where do I get it?**

Security is responsible for issuing permits and passes to vehicles entering Carolina Trace. Vehicle operators must properly display permits or passes at all times and should be prepared to provide identification upon request.

**ELECTRONIC GATE E-STICKERS**

**COST/GUARANTEE** Currently \$20 and guaranteed for 3 years from the date installed on the original vehicle

**HOW TO PURCHASE** Contact Security on 919-499-2339 to arrange for an appointment

**HELPFUL HINT** Try not to spray the sticker with anything when cleaning your inside windshield.

**TRANSFERABLE** If done carefully, may be transferred to a new vehicle or new windshield by owner, but if it does not work, the owner will be required to purchase a new sticker

**WHO CAN PURCHASE** All property owners and residents of Carolina Trace, members of CTCC and approved non-residents

**RENTERS RULES** All Long Term renters, defined as renting 90 days or more, are REQUIRED to purchase an electronic sticker and place a refundable deposit. Short term renters may purchase an e-sticker or use the Visitor hang tag process.

**MOVING OUT OF TRACE/  
DISPOSING OF VEHICLE** All residents of Carolina Trace, whether owners or renters, are responsible to report to Security when they are no longer a property owner or resident or when they sell or dispose of a vehicle with a sticker. Page 5 of 15

## **12. Does the Gate keep a resident list and who should be included on the list?**

In order to gain entrance into Carolina Trace, ALL people over 16 years of age who reside in the home should be registered on the Gate Resident list. All people authorized to call in guest passes (including children) need to be on the Gate Resident List. When your child starts driving, he may be denied access if he is not included on the list in which case he would have to go through the process of gate entry without a pass. The Gate Resident list also provides an opportunity for owners to provide the name(s) of a person who should be allowed entry in case of emergency or death. It is important for you to keep this file updated, because without a named person, it will be very difficult for anyone to gain access without showing proper authorization, which usually means providing a Power of Attorney or other legal document which legally shows authorization.

## **13. How do I call in a pass and who do I need to call one in for?**

### **When you are expecting a guest**

Contact the gatehouse at 919-499-2339.

Give the officer your last name and spell it for him.

Give him your Lot#.

Give him the last name of your guest.

Tell him the specific date of arrival and departure.

The Gatehouse procedure is that the pass is to be filed under YOUR last name.

Upon arrival at the Gate, it is important that your guest provide YOUR last name to the Security officer as the person whom he is visiting.

If your guest knows your Lot #, it is sometimes helpful in completing the process.

Guests should be prepared to provide an ID if asked to do so.

If there are people with multiple last names residing in the home, the pass will be filed under the name given by the caller.

### **When you are expecting a large group of 5 or more guests.**

It is recommended that you provide Security with a written list of people AT LEAST 1 day PRIOR to arrivals.

Include the following information:

Your Last Name and Lot #.

Each Driver Guest by Last Name

Specific Date of Arrival and Departure of each guest

The Gatehouse procedure is that the pass is to be filed under YOUR last name.

Upon arrival at the Gate, it is important that your guest provide YOUR last name to the Security officer as the person whom he is visiting.

If your guest knows your Lot #, it is sometimes helpful in completing the process.

Guests should be prepared to provide an ID if asked to do so.

If there are people with multiple last names residing in the home, the pass will be filed under the name given by the caller.

### **When you are expecting a Contractor/Vendor**

Ask the Contractor/Vendor if they already have a pass to get into Carolina Trace (most who do business regularly have already secured a Contractor/Vendor pass). If they have a pass, you do not need to call them in. If the Contractor/Vendor does not have a pass, you need to call them in as you would a guest. A Contractor/Vendor pass may be valid for up to 1 week before renewal and the Contractor/Vendor will be expected to provide identification each time they enter Trace. The pass is limited for access to and from the specific job **ONLY**.

**14. What is the "pass policy" for Contractors/Vendors, Realtors, Postal, and Utilities such as CT Utilities, Duke Energy, Cable, etc?**

Commercial vehicle permits are required of vehicles entering Carolina Trace on a frequent basis. Anyone accessing the community for the express purpose or intent of deriving income on a regular basis must apply for a vehicle permit.

**Contractors & Vendors** - There are Contractor/Vendor passes available at the Gate for a 1 time yearly fee at the current purchase price beginning at \$20 once the proper registration and paperwork is completed. This allows the Contractor/Vendor access to Carolina Trace and speeds up his entrance into Trace and allows the Visitor's Gate traffic to flow at a much better and faster pace.

**Realtors** - All Realtors are allowed to enter upon presentation of their MLS card and Drivers License each time they come to Trace. They are allowed to purchase a yearly pass to speed up the process of entry at their discretion.

**Special Groups** - There are certain groups which are allowed to enter Carolina Trace without a registered pass. This list was developed by the CTA Security Committee and CTA Board of Directors. It includes the following:

CT Utilities	Duke Energy	Fire Emergency Vehicles	US Post Office/UPS/Fed Ex/DHL, etc
Ambulances	Law Enforcement Vehicles	Cable/Telephone Companies	Habitat for Humanity
Salvation Army	PTO Thrift Shop	VFW	Misc Government Vehicles with proper ID
Christian Outreach	COLT Buses	Chatham County Transit	

Country Club Vendors such as Food and Beverage Delivery Vehicles, Linen Service Delivery Vehicles, Refuse Trucks, and other Commercial Delivery Vehicles for CTCC.

**Complimentary Passes** - Licensed Health Care, ACI, CCI,. Grid One, Tafford, Utilities Sub Contractors, TTT, Cable Locators

**15. When does Security ask for an ID at the Gate?**

There is a period during the day in which Security will always need to see an ID. From 11:30pm until 5:30am, ANYONE who comes in through the visitors gate MUST show ID to gain access even if they are a resident or have had a pass called in. This is a security measure requested by the CTA Security Committee. There are also random ID checks occasionally and often times Contractors who have not purchased a pass will be required to show ID to gain entrance. There are no ID checks for people who have electronic passes unless the Security officer feels there is an extremely unusual circumstance or one which may be a danger to residents.

**16. What happens when my guest arrives and I didn't call in a pass?**

If a Guest pass has not been called in, your guest will be asked to drive around the back of the Gatehouse where he will be responsible to contact someone to call a pass in for him. Gate Security personnel will not make the call for him. For the Security effort of Carolina Trace, the guest will NOT be allowed to enter until properly authorized.

**17. What is the procedure for people getting in to go to CTCC? (Golfers, weddings, dinners, social functions, vendors, staff, guests, etc)**

All events conducted at CTCC have a person in charge who should provide the Security Gate with the proper list of people attending the event. This should be done as soon as possible within a week of the scheduled event. The CTCC is also responsible for providing and maintaining an updated list to Security of all current CTCC employees, non-resident Club members, Club members who are not property owners, and vendors to insure that SPA issues appropriate access passes.

**18. What do I need to do to enter or exit on foot or with a bicycle?**

If you exit on foot or with a bicycle or other vehicle than the one you have a resident sticker on, you must be prepared to provide proper Identification in order to re-enter Carolina Trace.

## SECTION 3 - TRACEWAY RULES

### 19. What are the Vehicle Rules for traveling on Traceway?

Carolina Trace is a private community and the community has established rules for operating a vehicle on Traceway. Vehicle ingress and egress shall be through the Main Gate unless an alternate gate is established by Security. Vehicles with authorized electronic stickers may enter through the automatic Resident Gate. "Tailgating" is prohibited through this gate. All other traffic must pass through the left side Visitors Gate and shall not proceed until acknowledged and signaled by the Security Officer to enter. Vehicle operators are responsible for obeying all traffic signs, roadway signs and markings and other "Rules of the Road" as follows:

<b>SPEED LIMIT</b>	The speed limit for <b>ALL</b> of Traceway is <b>25 MPH</b> .
<b>STOP SIGNS AT ENTRANCE</b>	The entrance Stop signs, as well as <b>ALL STOP SIGNS</b> in Trace require a full stop (not Yield) before proceeding.
<b>PASSING</b>	There is <b>NO PASSING</b> on Traceway as designated by the solid yellow line. This includes, but is not limited to, no passing of golf carts and golf course equipment. These vehicles should be alert to traffic approaching and should pull off when there is a <b>SAFE PLACE</b> to do so to allow vehicles to safely go around.
<b>TAILGATING</b>	Tailgating thru the E-Sticker Gate is <b>PROHIBITED</b> unless instructed by the Security Officer on duty. Gate damage is the responsibility of the vehicle operator and can be as much as \$600 or more. On the resident's gate, each vehicle must wait for the vehicle in front of them to clear <b>AND</b> the arm to start dropping before proceeding.
<b>PROHIBITED</b>	The following equipment and activities are <b>NOT ALLOWED</b> on Traceway: ATVs, Inline Rollerblading, Roller Skating, Skate Boarding, Scooters, Golf Carts Driven by unlicensed drivers under the age of 21.
<b>PARKING</b>	There is <b>NO PARKING</b> anywhere along Traceway except for an emergency. During emergency situations, vehicles must be pulled off of the road and removed as soon as possible so as not to restrict traffic flow.
<b>RUNNING, WALKING, JOGGING &amp; BICYCLE RIDING</b>	These activities are <b>EXTREMELY DANGEROUS</b> and <b>NOT RECOMMENDED</b> on Traceway. If done, these activities should <b>ONLY</b> be done in a safe manner which includes the use of reflective clothing such as belts and vests.
<b>GOLF CARTS &amp; GOLF COURSE EQUIPMENT</b>	Golf Cart and Golf Course Equipment vehicle operators must observe signs and rules on Traceway and in POAs and should attempt to avoid Traceway when possible and always be alert to approaching traffic and pull <b>SAFELY</b> aside when determined to be possible.
<b>TRACEWAY DIRECT ACCESS</b>	Direct access to Traceway is permitted only if the lot has a Traceway address
<b>WEIGHT LIMITS</b>	Weight limits for bridges on Traceway are 29 tons or 58,000 pounds for all vehicles except concrete carriers who are limited to 8 yards of concrete. Certain CTCC vehicles may be excluded from these restrictions. Vehicles in excess of these limits must go to the Gatehouse or contact Security on 919-499-2339 to gain alternate access.
<b>MOVING VAN AND LARGE TRUCK ACCESS TO POAs</b>	There is currently limited access for large trucks or moving vans in the following POAs: Eagles Nest, Golf West, Hidden Lake, Laurel Thicket I,II,III, Southwind, South Landing, Woodfield North, and Woodfield South. The reasons for restrictions in these POAs is due to possible road damage, narrow roads or small to no turnaround areas. Contact your POA President if you have questions or concerns. A moving van which is not allowed into Trace due to weight limits or POA rules will be required to park in the turnaround area at the front entrance where it can be unloaded and loaded into an authorized vehicle for transport to the residence.

## SECTION 4 - EMERGENCY ENTRANCE/EXITS

### **20. Are there Emergency Entrances/Exits in Carolina Trace and where are they located and when are they open?**

There are Emergency Gates located as below. Effective with the start of the 2015/2016 School year, the North side and South side entrances/exits are being used as School bus Pick Up and Drop Off points (See School Bus Rules in SECTION 7). Other than this, all gates are locked except in emergency situations such as snow or harsh weather and at the discretion of the CTA President or his designee. Call the SECURITY HOTLINE at 919-499-2722 or visit the official CTA website at ctaincnc.com for updates on road conditions or gate openings. All other Special Emergency entrance/exit situations must be coordinated through Security.

#### **On the South side at the end of Traceway in Woodfield North by Hidden Lake leading to Cox Mill Road.**

To get there from Trace Gatehouse, proceed to the light at the entrance to Trace on Rt 87. Turn left(South). Continue to Pickett Rd where you turn left (toward Gross Farms). Pickett dead ends into Cox Mill Rd where you turn left. Follow Cox Mill Rd approximately 1 mile to the gate on the left which sits back off the street.

#### **On the North side at the end of Traceway by Mallard Cove and Highland Woods.**

To get there from Trace Gatehouse, proceed to the light at the entrance to Trace on Rt 87. Turn left(South). Continue to Pickett Rd where you turn left (toward Gross Farms). Pickett dead ends into Cox Mill Rd where you turn left. Follow Cox Mill Rd almost exactly 2 miles to the gate on the left which sits back off the street.

#### **On Indian Trail in North Shore by the water tower and just north of the fire station on Route 87.**

To get there from Trace Gatehouse, proceed to the light at the entrance to Trace on Rt 87. Turn right(North). Follow Rt 87 for approximately 1.4 miles to just North of the fire station by the Carolina Trace water tower.

#### **On Argyll in Sedgemoor at the Redbud/Hwy 87 area. This emergency gate is across the street from the BP Gas Station**

To get there from Trace Gatehouse, proceed to the light at the entrance to Trace on Rt 87. Turn right(North). Follow Rt 87 North for approximately 1.9 miles and the emergency gate is across from the BP Gas Station.

## SECTION 5 - SCHOOL BUS STOP RULES AND INFORMATION

### **21. Where are the School Bus Stops for Carolina Trace located?**

There are 2 School Bus Stops for Carolina Trace. One is located at the end of Traceway on the North side just past the Mallard Cove and Highland Woods POAs. The other is located at the end of Traceway on the South side just past the Hidden Lake and Woodfield POAs. The turnaround at the front gate may be used for special "non-regular hour" bus drop off situations as determined by the Security Committee.

### **22. Which schools do these buses service?**

Both locations service J Glenn Edwards Elementary School, East Lee Middle School and Lee County High School.

### **23. Are School Buses allowed to enter Carolina Trace?**

Because the private roads in Carolina Trace do not meet the State requirements for routine school bus traffic, the agreement between the Lee County Schools and CTA was that school bus stops would be located at the Emergency Entrance/Exit locations at each end of Traceway, with the front gate turnaround area being used for special "non-regular hour" drop off situations as determined by the Security Committee. Also, specially designated buses for handicapped students have State and CTA permission to drive into Carolina Trace.

### **24. Are any other vehicles allowed to use the Emergency Entrance/Exits during times when the Gates are open for School Bus Traffic?**

No, the gates are only open for vehicles dropping off or picking up school children. No other traffic is allowed.

## **25. What are the rules for the School Bus Stop?**

### **RULES AND RECOMMENDATIONS FOR USE OF CTA SCHOOL BUS STOPS**

1. Parents whose children are in Kindergarten or 1st grade are required by the school district to be waiting at the bus stop with their children until the children board the bus. In order for the bus driver to allow your K or 1st grader to get off the bus, you must be waiting at the bus stop to receive them.
2. Parents in cars should drive responsibly on the road to the bus stop. In order to avoid accidents, 20 mph or slower is considered a reasonable speed.
3. In the mornings, Gates will be opened by Security personnel by 6:00 am and closed by 7:10 am. In the afternoon, the gates will be opened by 2:45 pm and closed by 3:45 pm. When school dismisses early, the gates will be opened and closed at the same times in the morning. In the afternoon, the gates will be opened by 11:45 am and closed by 12:45 pm. Parents and guardians using the bus stop should not arrive before these times to avoid blocking traffic.
4. There is no bus stop parking anywhere but at the end of the road in front of the bus stop right next to Cox Mill Road. This means No Parking on Traceway and having your children walk down from the bus stop and No Parking in a POA of which you are not a resident. There is also No Parking just outside of the exit gate between the gate and Cox Mill Road as this creates a dangerous situation.
5. Cars and golf carts shall drive on the right side of the road; the left side is to be reserved for pedestrians.
6. There is no reentry through the emergency gates and no turning around while on the emergency roads (with the exception of golf carts and pedestrians). Cars waiting to pick up a child will park on the right side of the road and pull out into the left lane to leave through the gate and proceed to reenter through the front gate of Carolina Trace located on Highway 87. Parents dropping children off and not waiting for the bus to arrive will pull into the left lane once they have reached the actual bus stop and will drop their child off and proceed through the gate onto Cox Mill Road.
7. Violence and foul/lewd language and "horseplay" are not permitted at the school bus stop.
8. Students and parents must obey instructions from all Security personnel, including the Security guards and the assigned Parent Coordinator, or be subject to having bus stop privileges suspended or revoked.

### **CONSEQUENCES FOR VIOLATION OF RULES (IN ACCORDANCE WITH SCHOOL DISTRICT POLICY)**

- 1st Offense - Written Warning
- 2nd Offense - 3 Day Suspension of Bus Stop Privileges
- 3rd Offense - Suspension of Bus Stop Privileges for the remainder of the School year

## SECTION 6 - STORM RELATED AND EMERGENCY SITUATIONS

### **26. What is the procedure for REPORTING emergency situations such as witnessing a criminal act, a medical emergency, a fire, flood or other significant event affecting the health and safety of the community? Who do I contact?**

Contact 911 first for emergency medical response, law enforcement, or fire fighters. Following this notification, residents shall notify Security on 919-499-2339 to alert them of the emergency and let them know that outside assistance has been contacted. Give Security your location so that they can arrange an escort of emergency vehicles to your location. The Security Personnel can also assist as a first responder and prepare for the entrance of the Emergency team.

### **27. What is the procedure to CHECK THE STATUS of Emergency situations such as inclement weather, water outages, accidents or fires?**

When an emergency situation occurs, contact the SECURITY HOTLINE on 919-499-2722 for updates. Please do not contact the Gatehouse directly as the lines must remain free so that the Officers can deal with the emergency.

#### **Snow and Ice**

SPA has placed a truck on the grounds which will act to sand, salt and plow snow on Traceway. The condition of Traceway is updated on the HOTLINE as it changes. Each POA has the responsibility of maintaining their own roads as they see fit, and, while Traceway may be passable, many POAs have areas where it is nearly impossible to travel. It is important to note that the design of the roads in Trace can be very difficult and extremely dangerous to drive on and that everyone is advised to stay off of the roads, if at all possible, during poor weather conditions.

#### **Water Outages**

Water outages occur occasionally throughout Trace. CT Utilities has a calling program in place to let users know when a situation exists and when a "boil water" notice is in effect. If you do not receive these calls, contact CT Utilities to be sure that the phone number you want contacted is on your bill. Also, you can check on the status by calling the Security HOTLINE on 919-499-2722. The front Security Gate will also post a sign with information about the outage. If you notice an unattended water line break, contact CT Utilities and, if possible, the Security Gate on 919-499-2339 to notify them of the problem.

## SECTION 7 - CERT DISASTER AND EMERGENCY SERVICES

### **28. In case of a major disaster in Carolina Trace such as a tornado, is there an organization in the community which can provide help?**

The CERT (Community Emergency Response Team) is a group of neighborhood volunteers who have received training in disaster preparedness, light fire suppression, disaster medical operations, light search and rescue, and disaster psychology. While emergency services personnel are the best trained and equipped to handle emergencies, they may not be immediately available in a catastrophic disaster. In such a situation, residents of Carolina Trace may be on their own for several days or longer. They may have to rely on their own resources for food, water, first aid, and shelter and neighbors may have to provide immediate assistance to those who are hurt or need help. The CERT team is able to assume some of the same functions as emergency services personnel following a disaster. They can also assist emergency services personnel when requested by the Lee County Director of Emergency Services. Carolina Trace's CERT team members can provide assistance, in ordered importance, to their families, neighbors, and Carolina Trace as a whole. The team can also be called on to assist Lee County responses to catastrophic emergencies occurring outside of Carolina Trace. The Carolina Trace CERT Program Coordinator is a resident volunteer and a member of the CTA Security and Safety Committee. Annually, the Coordinator schedules a 21 hour CERT Basic Course taught at Central Carolina Community College's Emergency Services Training Center in Sanford. The training is Federally funded so there is no cost for the training or to join the CERT team. Volunteers are needed from all POAs. Contact Security or a CTA representative to get more information about this program or volunteering.

## SECTION 8 - LAKE TRACE USAGE INCLUDING BOATING, FISHING AND SWIMMING

### **29. Who owns Lake Trace?**

Carolina Trace Country Club (CTCC) owns Lake Trace. CTCC has given property owners and residents the right to use Lake Trace for recreational use including fishing, boating and swimming.

### **30. Where can I put a boat or other watercraft into Lake Trace?**

The only CTA authorized watercraft entry to Lake Trace is located and maintained in the Harbor Creek POA Marina. There is **NO LAUNCHING** allowed of watercraft at the turnaround area inside the front entrance to Carolina Trace between the North and South bridges. Any resident, owner or authorized guest may launch a watercraft at the Harbor Creek Marina. Visitors operating their watercraft on Lake Trace should be accompanied by a property owner or resident. Contact the Harbor Creek POA President for questions regarding procedures for watercraft launching at the marina. When available, Harbor Creek POA rents spots at the marina for people living outside of the Harbor Creek POA. Slip costs run around \$50 per month plus \$100 a year for electric service. Slips are not available too often so check with the President of the Harbor Creek POA if you are interested. Trailers or boats cannot be stored at the marina unless the person lives in or owns property in Harbor Creek. Trailers may be parked in the parking lot while the boat is launched on the lake but they may not stored there and will be towed if unauthorized at the owner's expense. There are a few other entry points located around the lake, but they are governed by specific POAs or CTCC. You must contact CTCC or the specific POA's Officers for information on how to secure permission for entry at those entry points.

### **31. How do I report a boating issue?**

Boat operators are encouraged to carry cell phones and to call the Gatehouse on 919-499-2339 if their boat is in distress and needs assistance. The Gatehouse Security has a list of Lake Trace Rescue Volunteers who may respond to provide assistance. Boating infractions, issues or questions should also be directed to Gatehouse Security on 919-499-2339 or a Security Committee member.

### **32. What types of boats and motors are allowed on Lake Trace?**

Effective 1-1-07, there are **NO GAS POWERED ENGINES** allowed on Lake Trace. Gas powered engines are not even allowed out on Lake Trace even if they aren't being lowered or used. Electric motors are allowed as are other manually propelled crafts.

### **33. Where can I fish?**

Shore fishing by Residents and Property Owners of Carolina Trace is allowed only on the CTA common grounds from the Gatehouse inward to Trace. Shore fishing from the Gatehouse out to Route 87 is PROHIBITED. Shore fishing on Carolina Trace Country Club property is prohibited. When fishing on CTA common areas, no vehicles are to be parked on the grass. Everyone is expected to clean up any trash when leaving and please remember that there are residents in the area so noise should be kept at a minimum so as not to disturb the neighbors. Also, fishing from CTA owned property is allowed ONLY during daylight hours. There are other ponds and small lakes located throughout Carolina Trace, but they are often times located on private POA or CTCC property. You must receive permission from the specific POA or CTCC before using these facilities for any purpose.

## **SECTION 9 - OTHER - INCLUDING BURNING AND SOLICITATION WITHIN CAROLINA TRACE**

### **34. What type of burning is allowed in Carolina Trace?**

All POAs and CTA have adopted a ban on "open burning" within Carolina Trace. Exempted from this ban is the operation of outside grills or other cooking units and contained systems. Fines up to \$25,000 can be imposed by the Department of Environmental and Natural Resources for illegal open burning in NC. The recommended protocol for reporting illegal open burning in Trace is to first contact Security on 919-499-2339. For serious cases and repeat violations call 911 (identified) and they will call Carolina Trace Fire Department, or call CTVFD directly (anonymous) on 919-499-5811. In order to report a violation to the NC DENR/DAQ call 919-791-4200 or DAQ direct on 919-707-8400. DAQ will investigate with the violator and issue appropriate fines.

### **35. Is Solicitation allowed in Carolina Trace?**

Carolina Trace is a private community and is not open to individuals or businesses engaging in uninvited personal contact with residents in order to solicit work in the community or to charities engaging in door to door solicitations from residents. Non-residents will not be granted access for the sole purpose of placing pamphlets, political information and/or advertising materials in residential mailbox stands. Residents or commercial enterprises having "authorized" access to Carolina Trace may place pamphlets or advertising materials in appropriate residential mailbox stands if the stand provides a place. DO NOT place ANYTHING in the US POSTAL SERVICE portion of any mailbox as it is a violation of Federal law.

## **ATTACHMENT 1 - CURRENT SECURITY COMMITTEE MEMBERS AND CONTACT INFORMATION**

Dick Brown - Committee Chair and VP of CTA - Phone 610-945-7233; e-mail brownrlnc1@windstream.net

Alan Dirk - President of CTA and Committee member - Phone 919-356-9371; e-mail agdirk@hotmail.com

Tim Bloedorn - Committee member and Southwind CTA Director - Phone 919-352-2730; e-mail tcb1969cf@gmail.com

Kathy Jelen - Security Committee Secretary - Phone 803-429-7300; e-mail rkjelen@gmail.com

Ed Margeson - Lake Operations - Phone 919-498-1918; e-mail emargeson@gmail.com

Penny Turner - Lee County CERT Coordinator - Phone 919-498-6285; e-mail pbturner@windstream.net

Kate Woods - Parent Coordinator for School Bus Parents - Phone 304-534-1594; e-mail thelumpkin@gmail.com

David Smoak - Committee member and Secretary of CTA - Phone 253-778-3094; e-mail dsmk123@gmail.com

Lt Aron Storm - SPA Head of Carolina Trace Security Operation - Phone 919-499-2339

John Fairall - CTCC Representative and CTCC General Manager - Phone 919-499-5121 Ext 202; e-mail jfairall@carolinatracecc.com

## **ATTACHMENT 2 - REFERENCE RECAP OF QUESTIONS COVERED IN THIS PUBLICATION**

### **SECTION 1 - SOUTHERN PROTECTION AGENCY (SPA)**

1. What is SPA and what are the specific functions they are contracted to do? Also, what services do they provide?
2. Does SPA have the authority to enforce traffic laws and issue citations within Carolina Trace? What about the Lee County Sheriff?
3. What is the jurisdiction of SPA and how are they involved in the POAs?
4. If I have a question for or about Security, who do I contact?
5. What is the procedure for emergency situations such as witnessing a criminal act, a medical emergency, a fire, flood or other significant event affecting the health and safety of the community? Who do I contact?
6. If I observe a traffic violation such as reckless driving, speeding or illegal passing, what should I do?
7. Does the SPA Security Staff handle animal issues and complaints?
8. What are some other things which should be reported to the Security Gate on 919-499-2339?
9. Who should be contacted regarding a Utilities problem (electric, telephone, water, sewer or cable TV, newspaper delivery, etc)?
10. Does the Gate provide informational handouts and what type of information is included?

## SECTION 2 - PASSES, PERMITS, GATE PROCEDURES AND VEHICLE IDENTIFICATION

11. What type of Permit is needed to enter Trace and where do I get it?
12. Does the Gate keep a resident list and who should be included on the list?
13. How do I call in a pass and who do I need to call one in for?
14. What is the "pass policy" for Contractors/Vendors, Realtors, Postal, and Utilities such as CT Utilities, Duke Energy, Cable, etc?
15. When does Security ask for an ID at the Gate?
16. What happens when my guest arrives and I didn't call in a pass?
17. What is the procedure for people getting in to go to CTCC? (Golfers, weddings, dinners, social functions, vendors, staff, guests, etc)
18. What do I need to do to enter or exit on foot or with a bicycle?

## SECTION 3 - TRACEWAY RULES

19. 19. What are the Vehicle Rules for traveling on Traceway?

## SECTION 4 - EMERGENCY ENTRANCE/EXITS

20. 20. Are there Emergency Entrances/Exits in Carolina Trace and where are they located and when are they open?

## SECTION 5 - SCHOOL BUS STOP RULES AND INFORMATION

21. Where are the School Bus Stops for Carolina Trace located?
22. Which schools do these buses service?
23. Are School Buses allowed to enter Carolina Trace?
24. Are any other vehicles allowed to use the Emergency Entrance/Exits during the times when the Gates are open for School Bus Traffic?
25. What are the rules for the School Bus Stop?

## SECTION 6 - STORM RELATED AND EMERGENCY SITUATIONS

26. What is the procedure for REPORTING emergency situations such as witnessing a criminal act, a medical emergency, a fire, flood or other significant event affecting the health and safety of the community? Who do I contact?
27. What is the procedure for CHECKING THE STATUS of Emergency situations such as inclement weather, water outages, accidents or fires?

## SECTION 7 - CERT DISASTER AND EMERGENCY SERVICES

28. In the case of a major disaster in Carolina Trace such as a tornado, is there an organization in the community which can provide help?

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